DOCUMENT RESUME

ED 097 567 CE 002 349

TITLE Office Career Occupations No. 3; Vocational Office Education, Clerical: 7645.13.
INSTITUTION Dade County Public Schools, Miami, Fla.
PUB DATE Oct 73
NOTE 29p.; An Authorized Course of Instruction for the Quinmester Program

EDRS PRICE MF-$0.75 HC-$1.85 PLUS POSTAGE
DESCRIPTORS Behavioral Objectives; Business Education; Business Subjects; *Communication Skills; Course Content; Course Descriptions; *Curriculum Guides; Office Machines; *Office Occupations Education; Office Practice; Resource Materials; Secondary Grades; *Skill Development; Stenography; *Typewriting; Vocational Education
IDENTIFIERS *Quinmester Program

ABSTRACT

The course will enable the business education student to continue to develop skills in typewriting, filing, and communication that were begun in the prerequisite course, Office Career Occupations No. 2. The course also includes an exploration of shorthand systems and basic operations of full- and ten-key adding machines. The recognition of both business purposes and organization of skills required in advanced business subjects and of the need for continuing education is included. Totaling 90 hours of classroom instruction, the course is organized into six instructional blocks. Classroom instruction includes instruction sheets, demonstrations, explanations, group discussion, chalkboard presentations, audio-visual aids, and guest speakers. A bibliography includes basic references, workbooks, and supplementary resource materials. An appendix offering sample post-tests concludes the curriculum guide. (MW)

ED 097567

AUTHORIZED COURSE OF INSTRUCTION FOR THE QUINMESTER PROGRAM

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

Course Outline

VOCATIONAL OFFICE EDUCATION, CLERICAL - 7645
(Office Career Occupations No. 3)

Department 48 - Quin 7645.13

DADE COUNTY PUBLIC SCHOOLS

DIVISION OF INSTRUCTION • 1974

CE 003 919

D A D E C O U N T Y P U B L I C S C H O O L S
1 4 5 0 N O R T H E A S T S E C O N D A V E N U E
M I A M I, F L O R I D A 33132

Course Outline

VOCATIONAL OFFICE EDUCATION, CLERICAL - 7645
(Office Career Occupations No. 3)

Department 48 - Quin 7645.13

county office of

VOCATIONAL AND ADULT EDUCATION

THE SCHOOL BOARD OF DADE COUNTY

Mr. G. Holmes Braddock, Chairman
Mr. William H. Turner, Vice-Chairman
Mrs. Ethel Beckham
Mr. Alfredo Duran
Mrs. Phyllis Miller
Mr. Robert Renick
Dr. Ben Sheppard

Dr. E. L. Whigham, Superintendent of Schools
Dade County Public Schools
Miami, Florida 33132

October, 1973

Published by the School Board of Dade County

Course Description

7645	48	7645.13	Office Career Occupations No. 3
State Category Number	County Dept. Number	County Course Number	Course Title

Using the skills and knowledge obtained in Office Career Occupations No. 2, the students will continue to develop their skill in typewriting, filing and communication. This course also includes an exploration of shorthand systems; basic operations of full-and-ten key adding machines; and the recognition of business purposes and organization of skills required in advanced business subjects and of the need for continuing education.

Indicators of success: Following guidelines supplied by the Director of Vocational Program Services, the counselor and principal select and recommend students for admission to the program. Before entering OCO No. 3, students must have attained the objectives of OCO No. 2 (7645.12).

Clock Hours: 90

PREFACE

The following course outline has been prepared as a guide to help students in the further development of personal qualities and the building of skills necessary for successful employment in office occupations.

Approximately one-half of the time is to be devoted to typewriting. Students continue to increase their skills in accuracy, speed and problem typing. The major emphasis is on technique and skill improvement with a review of the basic elements of problem typing. Learning experiences are provided for more complex typing.

Filing skills are increased through the application of rules to a variety of exercises. In addition, there is increased indepth study of filing systems, materials, procedures, and steps in the filing process.

It is necessary in the business world for a successful employee to possess good communication skills. Students continue to work toward improving their abilities and personal characteristics in both oral and written communication.

In this course, the student is introduced to the uses of shorthand and the types of systems. The emphasis is on the Gregg system, and students learn to read and write the shorthand alphabet and simple words. The unit is exploratory and enables the student to evaluate his personal aptitude and interest in pursuing the subject for further study.

The basic operation of full-and ten key adding machines is presented. Students learn the parts and function of these machines and apply proper fingering techniques to practice drills.

The course is written for one quinmester. It is a two-hour instructional block for a total of 90 hours. The outline consists of six blocks.

Classroom instruction includes instruction (or assignment) sheets, demonstrations, explanations, group discussions, chalkboard presentations, audio-visual aids, and guest speakers. The teacher is encouraged to arrange for individual as well as small and large group work.

The course introduces new material and is a continuation of skill-building for those students who have successfully attained the goals of OCO No. 2 (7645.12).

This outline was developed through the cooperative efforts of instructional and supervisory personnel, the Quinmester Advisory Committee, and the Vocational Curriculum Materials Service and has been approved by the Dade County Vocational Curriculum Committee.

BEST COPY AVAILABLE

TABLE OF CONTENTS
with Suggested Hourly Breakdown

	Page
PREFACE	i
GOALS	iv
SPECIFIC BLOCK OBJECTIVES	v
BIBLIOGRAPHY	4
BLOCK	
I. TYPEWRITING SKILL DEVELOPMENT (40-50 hours)	
Accuracy and Speed Building	1
Technique and Skill Improvement	1
Problem Typing	1
Basic Machine Transcription Techniques	1
II. FILING SKILL DEVELOPMENT (12-18 hours)	
Filing Procedures and Materials	2
Filing Systems (General Overview)	2
Review and Application of Filing Rules	2
III. COMMUNICATION SKILL DEVELOPMENT (3-7 hours)	
Oral (Listening and Speaking)	2
Written	2
IV. EXPLORATION OF SHORTHAND SYSTEMS (8-12) hours	
Orientation to Shorthand	2
Introduction to Gregg Shorthand	2
V. OPERATION OF COMPUTING MACHINES (12-18 hours)	
Full-keyboard	3
Ten-Key Adding Machine	3
Display and Printing Calculators (Introduction)	3
VI. QUINMESTER POSTTEST	
APPENDIX: QUINMESTER POSTTEST SAMPLE	8

GOALS

The Office Career Occupations No. 3 student must be able to demonstrate:

1. Good typing and simple machine transcription techniques and control of the manipulative parts of the typewriter.

2. The ability to plan and successfully execute tabulation problems with multiple columns and columnar headings.

3. Proficiency in applying the correct form and placement to letters, outlines, manuscripts, and other typing problems.

4. Knowledge of filing procedures, materials, systems and basic rules.

5. An understanding of the elements and qualities of good oral and written communication.

6. The ability to read and write simple Gregg shorthand words and sentences.

7. A basic facility in the completion of simple problems on the full- and ten-key computing machines using the proper fingering.

SPECIFIC BLOCK OBJECTIVES

BLOCK I - TYPEWRITING SKILL DEVELOPMENT

The student must be able to:

1. Demonstrate an improvement in accuracy and an increase in speed on given timed writings.
2. Demonstrate an improvement in typing techniques and skill development on given drills and typing problems.
3. Show an understanding of tabulation procedures by planning and typing a problem containing at least three columns with columnar headings.
4. Type letters and outlines using correct form and placement as required for each job.
5. Transcribe a short letter using a transcription machine.

BLOCK II - FILING SKILL DEVELOPMENT

The student must be able to:

1. List and define the four classifications of filing systems (alphabetic, numeric, geographic, and subject.)
2. Demonstrate a knowledge of alphabetic and numeric filing rules by completing simple problems.

BLOCK III - COMMUNICATION SKILL DEVELOPMENT

The student must be able to:

1. Write a brief report on the elements of good oral and written communication in business.

BLOCK IV - EXPLORATION OF SHORTHAND SYSTEMS

The student must be able to:

1. Demonstrate an understanding of the term "shorthand" by writing a short report on the kinds of skills needed and the opportunities for using shorthand systems.
2. Write the correct Gregg outlines for a selected list of simple words.
3. Read easy shorthand copy and transcribe a simple paragraph.

BLOCK V - OPERATION OF COMPUTING MACHINES

The student must be able to:

1. Exhibit a basic skill in the operation of full-and ten-key computing machines by successfully completing selected computational drills using proper fingering.

BLOCK VI - QUINMESTER POSTTEST

The student must be able to:

1. Satisfactorily complete the quinmester posttest.

Course Outline

VOCATIONAL OFFICE EDUCATION, CLERICAL - 7645
(Office Career Occupations No. 3)

Department 48 - Quin 7645.13

I. TYPEWRITING SKILL DEVELOPMENT

A. Accuracy and Speed Building
1. Accuracy drills
a. Long words
b. Unusual words
c. Difficult letter patterns
d. Alphabetic copy
e. Concentration drills
f. Figure-symbol sentences
2. Speed development
a. Short sentences
b. Speed-sprint drills
c. Timed writings

B. Technique and Skill Improvement
1. Stroking drills
2. Balanced and one-hand drills
3. Drills for backspace and margin release keys
4. Carriage return drills
5. Rhythm drills
6. Drills for weak fingers
7. Proofreading practice
a. Proofreaders' marks
b. Correction procedures
8. Word division and capitalization rules
9. Punctuation and number rules

C. Problem Typing
1. Letters
a. Styles
b. Letter parts
c. Special notations
2. Tabulation
a. Planning placement
1. Multiple columns
2. Column headings
b. Developing control
3. Envelopes and postal cards
4. Memos and office forms
5. Outlines
6. Articles and short reports
7. Typing from rough draft
8. Manuscripts with footnotes

D. Basic Machine Transcription Techniques

II. FILING SKILL DEVELOPMENT

A. Filing Procedures and Materials
   1. Steps in the filing process
      a. Inspecting
      b. Indexing
      c. Coding
      d. Sorting
      e. Storing
   2. Equipment and Supplies

B. Filing Systems (General Overview)
   1. Alphabetic
   2. Numeric
   3. Geographic
   4. Subject

C. Review and Application of Filing Rules
   1. Alphabetic
   2. Numeric

III. COMMUNICATION SKILL DEVELOPMENT

A. Oral (Listening and Speaking)
   1. Courtesy
   2. Attentiveness
   3. Voice Control
   4. Speech Patterns

B. Written
   1. Using correct business form
   2. Building skill in composition

IV. EXPLORATION OF SHORTHAND SYSTEMS

A. Orientation to Shorthand
   1. Meaning of the term "shorthand"
   2. Kinds of shorthand
      a. Alphabetic
      b. Symbolic
   3. Pen or machine
   4. Kinds of skills n[redacted] using shorthand
   5. Opportunities for[redacted]shorthand
      a. Vocationally
         1. Stenographe[redacted]
         2. Reporters
      b. Personally

B. Introduction to Gregg Shorthand
   1. Listening
   2. Writing
      a. Sounds of words written phonetically
      b. Shorthand characters "written" not "drawn"
   3. Reading
   4. Transcribing

V. OPERATION OF COMPUTING MACHINES

A. Full-keyboard
   1. Functions of machine
      a. Addition
      b. Subtraction
      c. Multiplication
      d. Division
   2. Parts of the machine
   3. Multiple-key fingering techniques
   4. Application of techniques to practice drills

B. Ten-Key Adding Machine
   1. Parts of the machine
   2. Functions of machine
      a. Addition
      b. Subtraction
      c. Multiplication
      d. Division
   3. Changing the tape and ribbon
   4. Application of touch technique

C. Display and Printing Calculators (Introduction)
   1. Parts of machines
   2. Functions of machines
      a. Addition
      b. Subtraction
      c. Multiplication
      d. Division
   3. Changing the tape and ribbon
   4. Application of touch technique

VI. QUINMESTER POST TEST

BIBLIOGRAPHY
(Office Career Occupations No. 3)

Basic References:

1. Cook, Fred S., et al. Gregg Junior High Typing. 2nd ed. New York: Gregg Division of McGraw-Hill Book Co., 1965.

2. Dame, Frank J., et al. Exploratory Business. 5th ed. New York: Gregg Division of McGraw-Hill Book Co., 1971.

3. Fahrner, William F. and Gibbs, William E. Basic Rules of Alphabetic Filing, Programmed Instruction. Cincinnati: South-Western Publishing Co., 1965.

4. Fasnacht, Harold D., et al. How to Use Business Machines. 3rd ed. New York: Gregg Division of McGraw-Hill Book Co., 1969.

5. Friedman, Sherwood and Grossman, Jack. Modern Clerical Practice. 3rd ed. New York: Pitman Publishing Corp., 1968.

6. Jochon, Albert E. and Shapiro, Benjamin. Vocational English--1 and 2. Revised ed. New York: Globe Book Co., 1968.

7. Kahn, Gilbert, et al. Progressive Filing. 8th ed. New York: Gregg Division of McGraw-Hill Book Co., 1969.

8. Pactor, Paul and Johnson, Mina M. Comprehensive Business Machines Course. Revised ed. New York: Pitman Publishing Corp., 1968.

9. Walker, Arthur L., et al. How to Use Adding and Calculating Machines. 3rd ed. New York: Gregg Division of McGraw-Hill Book Co., 1967.

10. Wanous, S. J. and Haggblade, Berle. Personal Typewriting for Junior High Schools. 3rd ed. Cincinnati: South-Western Publishing Co., 1971.

Workbooks:

1. Cook, Fred S., et al. Gregg Junior High Typing Workbook. 2nd ed. New York: Gregg Division of McGraw-Hill Book Co., 1965.

2. Connor, Donald. Filing Practice Workbook. 3rd ed. New York: Pitman Publishing Corp., 1969.

3. Guthrie, Mearl R. Alphabetic Indexing. 3rd ed. Cincinnati: South-Western Publishing Co., 1964.

4. Indexing and Filing Workbook. 2nd ed. Baltimore: The H. M. Rowe Co., 1954.

5. Turner, Richard H. The Turner-Livingston Communication Series: The Language You Speak, The Letters You Write. Chicago: Follett Publishing Co., 1968.

6. Wanous, S. J. and Haggblade, Berle. Personal Typewriting for Junior High Schools Workbook. 3rd ed. Cincinnati: South-Western Publishing Co., 1965.

Supplementary References:

1. Agnew, Peter L. Clerical Office Practice. 4th ed. Cincinnati: South-Western Publishing Co., 1967.

2. Bassett, Ernest D., et al. Business Filing and Records Control. 3rd ed. Cincinnati: South-Western Publishing Co., 1964.

3. Felter, Emma K. and Reynolds, Marie. Basic Clerical Practice. 2nd ed. New York: Gregg Division of McGraw-Hill Book Co., 1959.

4. Friedman, Sherwood and Grossman, Jack. Modern Clerical Practice. 3rd ed. New York: Pitman Publishing Corp., 1968.

5. Himstreet, William C., et al. Business English in Communications. 2nd ed. Englewood Cliffs, N.J.: Prentice-Hall, Inc., 1970.

6. Kahn, Gilbert, et al. Gregg Quick Filing Practice. New York: Gregg Division of McGraw-Hill, Inc., 1965.

7. Place, Irene and Popham, Estelle L. Filing and Records Management. Englewood Cliffs, N.J.: Prentice-Hall, Inc., 1966.

8. Russen, Allien R. Business Behavior. 3rd ed. Cincinnati: South-Western Publishing Co., 1964.

9. Stewart, Marie M., et al. Business English and Communication. 4th ed. New York: Gregg Division of McGraw-Hill Co., 1972.

10. Teletraining for Business Studies. U.S.A.: American Telephone and Telegraph Co., 1965.

11. Wood, Merle W. and McKenna, Margaret A. The Receptionist. New York: Gregg Division of Mc-Graw Hill Book Co., 1966.

Handbooks:

1. Business English (Curriculum Guide 11-C). Miami: Dade County Public Schools, 1963.

2. Exploratory Units in Salesmanship, Bookkeeping and Shorthand (Curriculum Guide 11-J) Miami: Dade County Public Schools, 1962.

BEST COPY AVAILABLE

3. Guide for Office Practice (Curriculum Guide 11-G). Miami: Dade County Public Schools, 1966.

4. House, Clifford, R., and Koebele, Appollonia. Reference Manual for Office Personnel. 5th ed. Cincinnati: South-Western Publishing Co., 1970.

5. Mintz, Herman. General Business Skits, Monograph No. 124. Cincinnati: South-Western Publishing Co., 1971.

Pamphlets:

The Bureau of Business Practice. Office Girl's Workshop, Booklets 1-18. Waterford, Conn.: 1964.

Instructional Unit:

Ditto Direct Process Instruction Unit. Chicago: Ditto, Inc.

Learning Activity Packages:

Touch Typing. Miami: Department of Media Services, Dade County Public Schools, 1971.

11S-MP-22 HORIZONTAL AND VERTICAL CENTERING
11S-MP-23 PAGE LINE GAUGE
11S-MP-24 WORD DIVISION
11S-MP-25 VARIATIONS IN CENTERING
11S-MP-26 PARTS OF LETTERS
11S-MP-27 CARBON COPIES AND SMALL ENVELOPES
11S-MP-28 PROOFREADERS' MARKS
11S-MP-29 TABULATION WITH MAIN AND SECONDARY HEADINGS
11S-MP-30 TABULATION WITH COLUMNAR HEADINGS
11S-MP-31 OUTLINES
11S-MP-32 MANUSCRIPTS

Films available from Dade County Audio-Visual Services:

1. Building your Typing Skill. 16 mm. 10 min. Black and white. Sound. #1-04030.

2. Filing Procedures in Business. 16 mm. 13 1/2 min. Color. Sound. #1-11570.

3. First Lesson in Gregg Shorthand. 16 mm. 15 min. Black and white. Sound. #1-11573.

4. Office Courtesy. 16 mm. 12 min. Black and white. Sound. #1-04011.

5. Office Etiquette. 16 mm. 16 min. Black and white. Sound. #1-10459.

6. Secretary, The: A Normal Day. 16 mm. 11 min. Black and white. Sound. #1-04013.

7. Secretary, The: Taking Dictation. 16 mm. 11 min. Black and white. Sound. #1-04015.

8. Secretary, The: Transcribing. 16 mm. 11 min. Black and white. Sound. #1-04014.

9. Voice of Your Business. 16 mm. 12 1/2 min. Color. Sound. #1-13176.

APPENDIX

Quinmester Posttest Sample

BEST COPY AVAILABLE

QUINMESTER POSTTEST

Name _____ Date _____ Score _____

I. TYPEWRITING

A. Students will type three 3-minute timed writings from appropriate junior high material.

B. Students will type the following business letter using modified block style, blocked paragraphs, mixed punctuation, and reference initials. Begin a new paragraph at each (P). Use a 50-space line for pica type, or a 60-space line for elite type. Type the date on the 15th line and the address four lines below the date.

Current date/Mr. Ted Hendricks, Manager/Newbold Company/15 Mockingbird Drive/Miami Springs, Fla. 33014/Dear Mr. Hendricks: We received your order of November 7, 1973. We are sorry that the delivery of your refrigerator has been delayed because of circumstances beyond our control. (P) The recent steel strike has affected production on all household appliances, and a firm date of delivery cannot be guaranteed at this time. The Purchasing Department is doing everything possible to obtain your refrigerator from one of our branches in another state. You will be notified as soon as something more definite is known. (P) We must apologize for this inconvenience to you. If there is anything else that we can do to speed up this delivery, we will make every effort./ Sincerely yours,/ VALUABLE APPLIANCES/ Elvis Purely, Manager/ xx

C. Students will center the following vertically and horizontally on a half-sheet of paper. Leave six spaces between columns and double space the columnar entries.

LAKES HIGH SCHOOL

FBLA Officers for 1973-74

Office	Name	Class
President	Robert Butler	Senior
Vice-President	Patricia King	Junior
Secretary	Carolyn Davis	Freshman
Treasurer	Kenneth Walker	Sophomore
Parliamentarian	Paul Crawford	Junior
Reporter	Sandra Ochs	Freshman

D. Type an outline in acceptable form from the following material. Left margin should be set at 18 and problem should be centered vertically. Center the title horizontally and triple space following it.

BEST COPY AVAILABLE

THE BUSINESS LETTER

I. COMMON STYLES
A. Modified Block
B. Block
C. AMS Simplified
II. TYPES OF PUNCTUATION
A. Open
1. No marks of punctuation after
a. Return address
b. Salutation
c. Complimentary close
2. Body always contains punctuation
B. Mixed
1. Colon after salutation
2. Comma after complimentary close
III. LETTER PARTS
A. Heading
B. Inside address
C. Salutation
D. Body
E. Complimentary close
F. Signature
G. Typed name and title
H. Reference initials
I. Optional lines
1. Attention
2. Subject
3. Company
J. Special notations
1. Enclosure
2. Carbon copies
3. Postscript

BEST COPY AVAILABLE

E. The teacher will reproduce the following letter on a tape or disc. Students will type the letter, using block style, current date on line 15, mixed punctuation, 60-space elite or 50-space pica line, and reference initials.

Current Date/ Mr. Joe Bird/ 1515 Venetian Drive/ Coral Gables, Fla. 33134/ Dear Mr. Bird:/ It is with great pride that we recommend Mr. Robert Jones for the position of office manager with your company. Our loss, in this instance, is your gain. (P) He has been employed by us for over fifteen years and has always done his best on any job that he was assigned. This company will feel keenly the loss of his services, but we cannot stand in the way of his advancement. If we had an opening for an office manager, he would have the position. (P) If you need any further information, let us know and we will acommodate you immediately. We feel sure that Mr. Jones will be as valuable to you as he has been to us./ Very truly yours/ James R. Browning/ xx

BEST COPY AVAILABLE

II. FILING SKILL DEVELOPMENT

1. List and define the four kinds of filing systems.

(1) _____

_____

_____

(2) _____

_____

_____

(3) _____

_____

_____

(4) _____

_____

_____

2. Write the following names in alphabetical order, using the correct indexing order for each name.

(1) Sue Jennings _____

(2) Linda Johnson _____

(3) Jack Awes, M.D. _____

(4) John D. Smith _____

(5) Margaret S. Wordswell _____

(6) Mrs. Edward Anderson _____

(7) Mary Albetz _____

(8) Gene G. Williams _____

(9) Joseph Ryan _____

(10) Alicia Allison _____

BEST COPY AVAILABLE

3. Alphabetize the following list in correct indexing order and assign each item a number beginning with 630.

(1) John Rodriguez ___ _____

(2) Alan Stationery Co. ___ _____

(3) John L. Williams ___ _____

(4) G & F Company ___ _____

(5) Harvey Baker Co. ___ _____

(6) J. Roblen Co. ___ _____

(7) Alex Bruce ___ _____

(8) T. Rodriguez ___ _____

(9) K. Morgan ___ _____

(10) J. Morgan ___ _____

(11) Alex S. Brice ___ _____

(12) John Baker ___ _____

III. COMMUNICATION SKILL DEVELOPMENT

Students will write a brief report on the importance of oral and written communication in business.

IV. EXPLORATIONS OF SHORTHAND SYSTEMS

1. Students will compose and type a report on the skills needed and the opportunities available to use shorthand in business careers.

2. Write the following words in shorthand:

(1) gives _____

(2) change _____

(3) neighbors _____

(4) say _____

(5) noon _____

(6) test _____

(7) write, right _____

BEST COPY AVAILABLE

(8) green _____

(9) known _____

(10) story _____

V. OPERATION OF COMPUTING MACHINES

1. Compute the following problems on a 10-key adding machine:

1. 159,004
89,348
93,450
889
2,108

2. 258 x 2047 =

3. 8,405.18
- 1,920.98

4. 84.85
x.058

2. Compute the following problems using a full-key adding machine:

1. 150,987
2,989
154
2,160
1,113

2. 235 x 45 =

3. 6,870.00
- 1,989.10

4. 965.04
x 5.04

BEST COPY AVAILABLE

QUINMESTER POSTTEST KEY

I. TYPEWRITING

A. Will be completed to the satisfaction of the instructor.

B. The business letter should be typed in the following format:

Current date

Mr. Ted Hendricks, Manager
Newbold Company
15 Mockingbird Drive
Miami Springs, Fla. 33014

Dear Mr. Hendricks:

We received your order of November 7, 1973. We are sorry that the delivery of your refrigerator has been delayed because of circumstances beyond our control.

The recent steel strike has affected production on all household appliances, and a firm date of delivery cannot be guaranteed at this time. The Purchasing Department is doing everything possible to obtain your refrigerator from one of our branches in another state. You will be notified as soon as something more definite is known.

We must apologize for this inconvenience to you. If there is anything else that we can do to speed up this delivery, we will make every effort.

Sincerely yours,

VALUABLE APPLIANCES

Elvis Purely, Manager

xx

BEST COPY AVAILABLE

I. TYPEWRITING

C. The finished problem should appear as follows, centered on a half-sheet of paper:

LAKES HIGH SCHOOL

FBLA Officers for 1973-74

Office	Name	Class
President	Robert Butler	Senior
Vice-President	Patricia King	Junior
Secretary	Carolyn Davis	Freshman
Treasurer	Kenneth Walker	Sophomore
Parliamentarian	Paul Crawford	Junior
Reporter	Sandra Ochs	Freshman

BEST COPY AVAILABLE

I. TYPEWRITING

D. The completed outline could appear as follows, depending upon textbook being used.

THE BUSINESS LETTER

I. COMMON STYLES

A. Modified Block

B. Block

C. AMS Simplified

II. TYPES OF PUNCTUATION

A. Open
1. No marks of punctuation after
a. Return address
b. Salutation
c. Complimentary close

2. Body always contains punctuation

B. Mixed
1. Colon after salutation
2. Comma after complimentary close

III. LETTER PARTS

A. Heading

B. Inside address

C. Salutation

D. Body

E. Complimentary close

F. Signature

G. Typed name and title

H. Reference initials

I. Optional lines
1. Attention
2. Subject
3. Company

J. Special notations
1. Enclosure
2. Carbon copies
3. Postscript

I. TYPEWRITING

E. The completed letter should appear in this format:

BEST COPY AVAILABLE

Current date

Mr. Joe Bird
1515 Venetian Drive
Coral Gables, Fla. 33134

Dear Mr. Bird:

It is with great pride that we recommend Mr. Robert Jones for the position of office manager with your company. Our loss, in this instance, is your gain.

He has been employed by us for over fifteen years and has always done his best on any job that he was assigned. This company will feel keenly the loss of his services, but we cannot stand in the way of his advancement. If we had an opening for an office manager, he would have the position.

If you need any further information, let us know and we will accommodate you immediately. We feel sure that Mr. Jones will be as valuable to you as he has been to us.

Very truly yours,

James R. Browning

xx

BEST COPY AVAILABLE

II. FILING SKILL DEVELOPMENT

1. (1) Alphabetic--The filing system in which names of people or organizations are used as the captions in alphabetical order.

   (2) Numeric--The filing system in which a number is assigned consecutively to each correspondent or subject that warrants an individual folder.

   (3) Subject--Arrangement of records by names of topics or things instead of by names of by names of people, companies or locations.

   (4) Geographic--The filing system in which the location is considered first and then the name or subject is used in an alphabetic arrangement.

2. (1) Albetz, Mary
   (2) Allison, Alicia
   (3) Anderson, Edward, Mrs.
   (4) Awes, Jack, M.D.
   (5) Jennings, Sue
   (6) Johnson, Linda
   (7) Ryan, Joseph
   (8) Smith, John D.
   (9) Williams, Gene G.
   (10) Wordswell, Margaret S.

3. 630 Alan Stationery Company
   631 Baker, Harvey Company
   632 Baker, John
   633 Brice, Alex S.
   634 Bruce, Alan
   635 G and F Company
   636 Morgan, J.
   637 Morgan, K
   638 Roblen, J., Company
   639 Rodriquez, T.

III. COMMUNICATION SKILL DEVELOPMENT

Will be completed to the satisfaction of the instructor.

IV. EXPLORATION OF SHORTHAND SYSTEMS

1. Will be completed to the satisfaction of the instructor.

2. (1) _____
   (2) _____
   (3) _____
   (4) _____
   (5) _____
   (6) _____
   (7) _____
   (8) _____
   (9) _____
   (10) _____

QUINMESTER POSTTEST KEY (continued)

BEST COPY AVAILABLE

V. OPERATION OF COMPUTING MACHINES

1. (1) 344,799
   (2) 528,126
   (3) 6,484.20
   (4) 4.9213

2. (1) 157,403
   (2) 10,575
   (3) 4,880.90
   (4) 4,863.8016